



# CORPORATE RESPONSIBILITY SUMMARY REPORT

2025 UPDATE

# Corporate responsibility summary report

## 2025 update

In 2023, we shared for the first time the guiding principles of Transat’s (“the Company,” “the Corporation”) Corporate Responsibility Action Plan. Approved by the Company’s Board of Directors, this plan marked a pivotal moment in our long-standing sustainability journey by embedding it within a risk management framework. The goal was to strengthen the integration of environmental, social, and governance factors into our activities, enabling us to address stakeholder concerns to the best of our ability.

Since then, we have navigated a complex operational and financial environment, shaped by significant changes in global disclosure regulations, requiring us to continuously adapt our approach.

In 2025, amid an increasingly demanding context, we remain focused on monitoring risks and opportunities while prioritizing pragmatic actions aligned with corporate objectives. This approach emphasizes resilient planning to ensure compliance for Transat and its subsidiaries with applicable regulations, while supporting initiatives that create value for both the Company and its stakeholders. It positions our journey within a long-term commitment to continuous improvement.

The progress achieved over the past twelve months reflects the dedication of our teams to corporate responsibility and the enduring strength of the Corporation’s values in the face of challenging circumstances.

## Our values

We keep an open mind.

We care.

We work smart.

We like to have fun.

## About this summary report

This report provides an update on the progress made in corporate responsibility during the fiscal year ended October 31, 2025, unless otherwise indicated.

The priority action areas discussed in this document stem from the materiality analysis conducted in 2022 in collaboration with our stakeholders, including customers, investors, business partners, as well as our executive committee, Board of Directors, and key contributors across the Company.

To facilitate the interpretation of our performance, we have used the accounting metrics from the sector-specific standard developed by the Sustainability Accounting Standards Board (SASB) for airlines. These metrics, along with indicators from our internal dashboard, are listed in the appendix of this document.

For more information on strategies, management approaches, and governance frameworks for all priority action areas in corporate responsibility, this update should be read in conjunction with the 2022–2023 Corporate Responsibility Report. Finally, for a comprehensive understanding of our operating context and corporate priorities, this document should be reviewed alongside Transat’s 2025 Annual Report.

## Supporting publications

Corporate Responsibility  
Report 2023 - 2024




2025 Annual Report

Climate-Related Disclosure  
Report – 2024 Supplement

# Our corporate responsibility framework

Transat’s corporate responsibility action plan is rooted in our reference framework built around three pillars: People, Planet, and Sustainable Practices. The commitments under these pillars prioritize actions that reduce the environmental footprint of our operations and promote the well-being of our employees, customers, and communities. Collectively, these pillars provide additional support to Transat’s corporate goals through a focus on risk management.

Transat prioritizes responsible practices aimed at limiting its environmental footprint and contributing to the well-being of people and communities.

			
	People	Planet	Sustainable Practices
	People and caring for others are at the heart of who we are. Transat fosters a safe, caring and accessible customer experience and work environment.	Travel allows us to appreciate the beauty of our planet and its communities.  That’s why we are committed to managing the environmental risks of our activities by working to reduce impacts in areas within our reach	As a leading player in Canada’s travel industry, we aim to drive positive change.  To achieve this, we advocate for constructive collaboration with our stakeholders to encourage the adoption of business practices that strengthen resilience and enhance the efficiency of our operations.
Our priorities	<ul style="list-style-type: none"><li>• Ensure the safety and well-being of our people</li><li>• Make the travel experience more accessible</li><li>• Promote diversity, equity, and inclusion</li><li>• Invest in our talent</li></ul>	<ul style="list-style-type: none"><li>• Leverage our decarbonization levers:<ul style="list-style-type: none"><li>- Fleet renewal</li><li>- Operational efficiency</li><li>- Sustainable aviation fuel</li><li>- Carbon credits</li></ul></li><li>• Optimize the management of residual hazardous materials</li></ul>	<ul style="list-style-type: none"><li>• Build awareness and foster stakeholder engagement</li><li>• Optimize our responsible sourcing practices.</li><li>• Invest in our communities</li></ul>



2025 highlights

## Caring for people is at the core of our identity.

For 38 years, the excellence of Transat’s service has been built on a culture of hospitality, warmth, and care. The organization is driven by the goal of delivering a customer experience and a work environment where people and safety remain top priorities. That’s why it remains attentive to the current and future needs of both its staff members and customers.

This pledge materialized through impactful initiatives in 2025. To ensure the well-being of its teams, the Company continued rolling out a diversity, equity, and inclusion strategy, professional development programs, and health and safety procedures. Efforts also focused on deepening the understanding of accessibility barriers for all passengers to deliver a travel experience that meets customer needs, while maintaining regular updates to air safety processes in compliance with regulatory requirements.

### Talent management and inclusion

We see talent development as a cornerstone for enhancing our employees’ experience and driving organizational performance. That’s why we maintain a robust portfolio of training programs covering technical, professional, and leadership skills.

In 2025, several training initiatives were launched to strengthen leadership, enhance team capabilities, and improve digital proficiency, contributing to an inclusive and high-performing work environment.

To strengthen Transat’s culture of hospitality and care, we introduced inclusive leadership training for our management teams. As of October 31, 2025, 90% of senior leaders had completed this training, equipping them to foster workplaces that are fair, respectful, and reflective of our workforce’s diversity.

### Accessibility

We are committed to meeting our obligations to identify, prevent, and remove barriers for people living with disabilities. To achieve this, we conducted an extensive consultation process with our customers in collaboration with the Return on Disability Group (RoDG) in spring 2025. The insights gathered informed our second Progress Report, published in June, and initiated work on the next three-year plan to be released in June 2026.

This year also marked the formalization of our internal governance structure on accessibility, which remains a shared, cross-functional responsibility. To deliver an inclusive travel experience for every passenger, we prioritized training and industry-wide collaboration:

- Training on the Accessible Transportation for Persons with Disabilities Regulations (ATPDR) is now recommended annually;
- We strengthened engagement with the National Airlines Council of Canada (NACC), the Canadian Transportation Agency (CTA), and Canadian and European airport authorities to advance accessibility discussions and improve practices;
- We contributed to the development of the first joint form with NACC members to standardize and simplify the process for accommodating passengers with specific needs.

### Occupational health and safety (OHS)

In recent months, we completed our three-year prevention plan, structuring our efforts and reinforcing the foundations of a prevention culture through targeted actions, rigorous monitoring, and collective engagement. We also expanded internal expertise, increased on-site presence, and raised awareness across all levels through key initiatives.

In addition, we:

- Adopted a new OHS policy;
- Conducted OHS workshops with key stakeholders to define objectives and targets that will strengthen preventive measures in our workplaces;
- Delivered training workshops for managers to enhance operational teams’ ownership of OHS responsibilities.

### Aviation safety

We are committed to continuously reviewing our processes, practices, and tools with a focus on continuous improvement, while prioritizing optimization and team resilience.

In 2025, as part of the regular two-year cycle, we successfully completed the IOSA audit conducted by the International Air Transport Association (IATA) for our Air Transat operations. This audit confirms our compliance with the industry’s highest safety standards, as set by IATA.



2025 highlights

## Operational efficiency: a key driver of our climate strategy

Transat recognizes the strategic role the aviation industry plays in the transition to a low-carbon economy. Since 2022, its climate strategy has been driven by Air Transat’s Decarbonization Plan, covering nearly all of the Company’s greenhouse gas (GHG) emissions. This plan is aligned with the transition objectives set by the International Air Transport Association (IATA) and the International Civil Aviation Organization (ICAO). The Environment and Climate Change team oversees the implementation of this plan, manages climate-related risks, ensures compliance with local regulations, and updates environmental management processes in line with industry best practices.

In keeping with sector-specific disclosure requirements, the data presented under the Planet pillar covers the 2024 calendar year. During this period, external constraints and limited access to sustainable aviation fuel (SAF) in Canada meant Transat’s decarbonization efforts focused primarily on operational efficiency. Between January 1 and December 31, 2024, the Company’s GHG emissions and carbon intensity increased, mainly due to a 10.1% rise in available capacity to meet growing demand, which resulted in a 7.6% increase in passenger traffic. Despite these industry challenges, the results of the Decarbonization Plan, supported by Transat’s business model, were recognized in 2025 by leading aviation analytics firms CIRIUM and CAPA.

For a detailed account of climate progress, please refer to [Transat’s 2024 Climate Disclosure Report Supplement](#).

### Operational efficiency

Given the current economic context, operational efficiency remains the lever over which we have the greatest control.

In 2024, we implemented OptiClimb®, a tool that optimizes the aircraft climb phase to reduce fuel consumption and CO<sub>2</sub> emissions during this critical stage of flight. We estimate potential savings of up to 70 kg of fuel for an A320 and 150 kg for an A330.

### Sustainable aviation fuel

Production and supply of sustainable aviation fuel (SAF) have yet to reach levels that meet our operational needs at prices that are economically viable, leaving us with very limited access to this key decarbonization solution. The only SAF consumed by our aircraft was in France, where regulations require distributors to provide 1.5% SAF. However, because traceability documentation is not available to airlines, we are unable to account for the associated GHG reductions in our emissions inventory.

### Fleet renewal

In 2024, while we received the last A321LR aircraft we had been expecting, we faced durability issues with Pratt & Whitney’s GTF engines. As a result, between four and six of these aircraft – recognized as the most fuel-efficient in their category and the top performers in our fleet – were grounded for several months. This resulted in short-term leases of replacement aircraft that were less aligned with our operational requirements and more energy-intensive, such as A330s, which were temporarily operated to sustain our flight program.

<sup>1</sup> In July 2025, Air Transat ranked 15th out of 20 airlines for flight emissions efficiency, measured in grams of CO<sub>2</sub> per available seat-kilometer (g CO<sub>2</sub>/ASK) by CIRIUM. In October 2025, the carrier was also named North America’s Airline of the Year for Sustainability by CAPA.  
<sup>2</sup> Sustainable aviation fuel (SAF) is produced from renewable feedstocks such as used cooking oils, agricultural residues, or waste, as well as through synthetic processes that offer a lower carbon footprint compared to fossil-based fuels.



# Sustainable practices



2025 highlights

## Transat: a partner for positive change

The travel industry’s value chain is closely intertwined with those of many partner industries. While travel enriches hearts and minds, it also leaves an imprint on communities and the environment. That’s why Transat is committed to transforming industry practices and embedding them in a framework of corporate responsibility.

Collaboration is at the core of the Company’s approach to building resilient and efficient business practices with all stakeholders. To better contribute to the communities where it operates, Transat strives to establish and maintain healthy, mutually beneficial relationships with employees, partners, suppliers, customers, and other key players in its ecosystem.

In 2025, this commitment took shape through continuous improvement in responsible procurement processes, sustained community engagement, monitoring best practices in responsible travel, and raising awareness around effective sustainability communications.

### Impact investment

Despite a challenging context, we continued to strengthen ties with our communities and partners by:

- Mobilizing our employees to support Centraide’s mission to fight poverty and social exclusion;
- Supporting the Transat Tourism Chair through our partnership with the ESG UQAM Foundation;
- Contributing to Montreal’s cultural vitality and women-led theatre creation by supporting Espace GO;
- Collaborating with Flash Forest to complete their reforestation efforts in Quebec’s Assinica Forest.

We were also proud to organize the 11th edition of Enfants en première at Montréal-Trudeau and the 3rd edition of Ready, Set, Fly! at Toronto Pearson, in partnership with Aéroports de Montréal (ADM) and the Greater Toronto Airports Authority (GTAA). These familiarization days aim to make travel more inclusive and accessible by allowing families with children on the autism spectrum to experience the airport environment in a calm and supportive setting.

This year, we enhanced the program by offering three families the opportunity to fly to the destination of their choice, giving them the full travel experience and helping them overcome this challenge together.

In 2025, supported more than 15 organizations in Quebec by donating \$45,000 in airline tickets. Primarily used for fundraising purposes, these donations helped sustain the missions of organizations that form the social fabric of our local communities.

### Responsible travel

As part of our commitment to combat forced labour and child labour, we pledged to implement several initiatives, including joining The Code, a multi-stakeholder initiative to protect children from sexual exploitation in the travel industry.

Raising awareness among our customers and employees, along with deploying new reporting procedures, will be key priorities for Transat’s Responsible Travel Committee in 2026.

### Responsible procurement

In line with our obligations under legislation to combat forced labor and child labor in supply chains, we maintained ongoing monitoring of our uniform supplier to manage and mitigate social risks identified during the 2024 social audit.

To strengthen our ability to identify and manage supply chain risks, we also launched a general review of our responsible procurement practices. This assessment will be completed in 2026 and will result in a clear roadmap to improve risk and opportunity monitoring.

### Corporate responsibility communications

Awareness sessions on greenwashing and communication risks related to environmental and social messaging were held throughout the year. More than 50 key employees across communications, marketing, customer experience, web commercialization, and human resources were trained to recognize and avoid greenwashing.

# Cybersecurity and data protection

2025 highlights

## Resilience and operational excellence.

Over the past three years, Transat has significantly strengthened its cybersecurity maturity. To achieve this, the Company established a resilient and highly effective function built on a clear strategic vision and strong operational discipline. Between 2023 and 2025, the team grew by more than 200%, enabling broader coverage of critical areas, deeper technical expertise, and better alignment with regulatory and business priorities.

A comprehensive strategy, supported by a multi-year roadmap, now defines key initiatives to enhance defense capabilities, manage risks effectively, and support secure digital transformation. Core practices such as risk management, incident response, vulnerability management, and security awareness are now embedded across the organization and tracked through measurable indicators.

These advancements provide a solid foundation to anticipate emerging threats, demonstrate measurable improvements, and progress toward higher levels of resilience and operational excellence.

### Data protection

The well-being of our people is at the heart of our priorities. We commit to safeguarding the privacy and confidentiality of personal information belonging to our customers, employees, and business partners. To this end, several initiatives have been implemented:

- Customers are informed of their rights on our digital platforms throughout their travel experience;
- Our cybersecurity and data protection teams work closely with customer service to ensure passenger rights are communicated and respected;
- We invest in protecting our digital environment, including the data we collect.

### Risk management

Transat’s cybersecurity program adopts a risk-based approach and aims to continuously strengthen and modernize not only IT security processes but also capabilities, tools, and technologies. This holistic approach allows us to proactively identify, assess, and monitor risks related to our projects while ensuring resilience and compliance.

A team of information security experts is responsible for defining and maintaining policies, guidelines, standards, and control frameworks to manage risks related to the confidentiality, integrity, and availability of data, applications, and systems. Implementation of these requirements is ensured by IT teams in collaboration with the cybersecurity team. Through simulation exercises and periodic audits of our cybersecurity ecosystem, we take proactive measures to guarantee the resilience and effectiveness of our program.

We actively monitor risks associated with external partners, identifying those with the highest risk profiles and engaging with them to confirm compliance with cybersecurity requirements.

### Training

Our employees represent the first line of defense against cybercrime. We are committed to providing them with the skills needed to identify and respond to fraud attempts. To this end, all employees must complete mandatory training on cybersecurity and privacy protection. Monthly phishing simulations are also conducted to strengthen staff awareness and improve our overall effectiveness in managing cybersecurity risks.

# SASB Index

Topic	Performance metric	Category	Unit of measurement	SASB code	As of October 31 <sup>st</sup> 2025	As of October 31 <sup>st</sup> 2024	As of October 31 <sup>st</sup> 2023
Activity metrics	Available seat kilometers (ASK)	Quantitative	ASK	TR-AL-000.A	26,017	25,800	23,432
	Passenger load factor	Quantitative	Percentage	TR-AL-000.B	84.6%	85,1%	87.1%
	Revenue passenger kilometres (PKP)	Quantitative	RPK	TR-AL-000.C	22,013	21,961	20,402
	Revenue ton kilometres (TKP)	Quantitative	RTK	TR-AL-000.D	2,201	2,196	2,040
	Number of departures	Quantitative	Number	TR-AL-000.E	25,907	26,904	24,581
	Average age of fleet	Quantitative	Years	TR-AL-000.F	12	10.5	10.3
Greenhouse gas emissions	Gross global Scope 1 emissions <sup>1</sup>	Quantitative	Metric tons (t) CO <sub>2</sub> e	TR-AL-110a.1	Not available <sup>1</sup>	1,583,908 <sup>2</sup>	1,475,535
	Discussion of long- and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets.	Discussion & analysis	N/A	TR-AL-110a.2	See section <i>Planet – Our Strategy</i> of the 2022– 2023 Corporate Responsibility Report (p. 25–34).		
	1) Total fuel consumed, 2) percentage alternative, 3) percentage sustainable	Quantitative	1) Gigajoules (GJ) 2) Percentage 3) Percentage	TR-AL-110a.3	1) 22,098,650 2) < 2% 3) < 2%	4) 22,000,826 5) < 1% 6) < 1%	1) 20,011,402 2) < 1% 3) < 1%
Labour practices	Percentage of active workforce covered under collective bargaining agreements	Quantitative	Percentage	TR-AL-310a.1	63.10%	56,00%	56.15%
	1) Number of work stoppages, 2) total days idle	Quantitative	1) Number 2) Days idle	TR-AL-310a.2	1) 0 2) 0	1) 0 2) 0	1) 0 2) 0
Competitive behaviour	Total amount of monetary losses as a result of legal proceedings associated with anticompetitive behaviour regulations	Quantitative	CAD	TR-AL-520a.1	N/A	N/A	N/A
Accident & safety management	Description of implementation and outcomes of a Safety Management System	Discussion & analysis	N/A	TR-AL-540a.1	See section <i>People – Ensuring the safety and well-being of our staff</i> of the 2022– 2023 Corporate Responsibility Report (p. 14–15).		
	Number of aviation accidents	Quantitative	Number	TR-AL-540a.2	0	0	0
	Number of governmental enforcement actions of aviation safety regulations	Quantitative	Number	R-AL-540a.3	0	0	0
Data security	Description of approach to identifying and addressing data security risks	Discussion & analysis	N/A	CG-MR-230a.1	See section <i>Governance – Cybersecurity and data protection</i> of the 2022– 2023 Corporate Responsibility Report (p. 50).		

<sup>1</sup> This data will be disclosed at a later date. Greenhouse gas (GHG) emissions are calculated for the calendar period from January 1 to December 31, 2025, in accordance with the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA).  
<sup>2</sup> 99.03% of Scope 1 emissions were verified by an independent third party (Normec-Verifavia); these correspond to emissions from international flights subject to the CORSIA scheme for the period from January 1<sup>st</sup> to December 31<sup>st</sup>, 2024.



# Transat Metrics

Topic	Performance metric	Unit of measurement	As of October 31 <sup>st</sup> 2025	As of October 31 <sup>st</sup> 2024	As of October 31 <sup>st</sup> 2023
Workforce	Total number of active employees (global)	Number	4820	5,348	5028
	Total number of active employees outside of Canada	Number	472	453	446
	Number of active full-time employees (global)	Number	4653	5112	4790
	Number of active part-time employees (global)	Number	167	236	238
	Average tenure (Canada)	Number	11	10,2	10,6
	Voluntary turnover (excluding retirements, in Canada)	Percentage	5.7%	7.8%	11.1%
Diversity, equity & inclusion	Percentage of women among workforce (Canada)	Percentage	52.3%	55.75%	58.2%
	Percentage of women among senior and middle managers (Canada)	Percentage	47.8%	48.52%	47.5%
	Percentage of women on the Board of Directors	Percentage	54.54%	55%	55%
Health & safety <sup>4</sup>	Frequency rate <sup>2</sup>	Rate	3,63	3,1	2,76
	Lost time incidents (number of incidents or occupational illnesses) <sup>3</sup>	Number	102	97	64
	Lost days	Number	6652	5,304	3,525

<sup>2</sup> Number of lost time incidents x 200,000 / number of hours worked by entire applicable workforce.  
<sup>3</sup> Number of claims to CNESST/WSIB for lost-time occupational injury or illness (accepted or awaiting decision).  
<sup>4</sup> The increase in Health and Safety indicators is mainly due to the insourcing of airport operations at the Montréal airport, carried out between November 2023 and April 2024, as well as an increased number of departures.